

FIG. 1

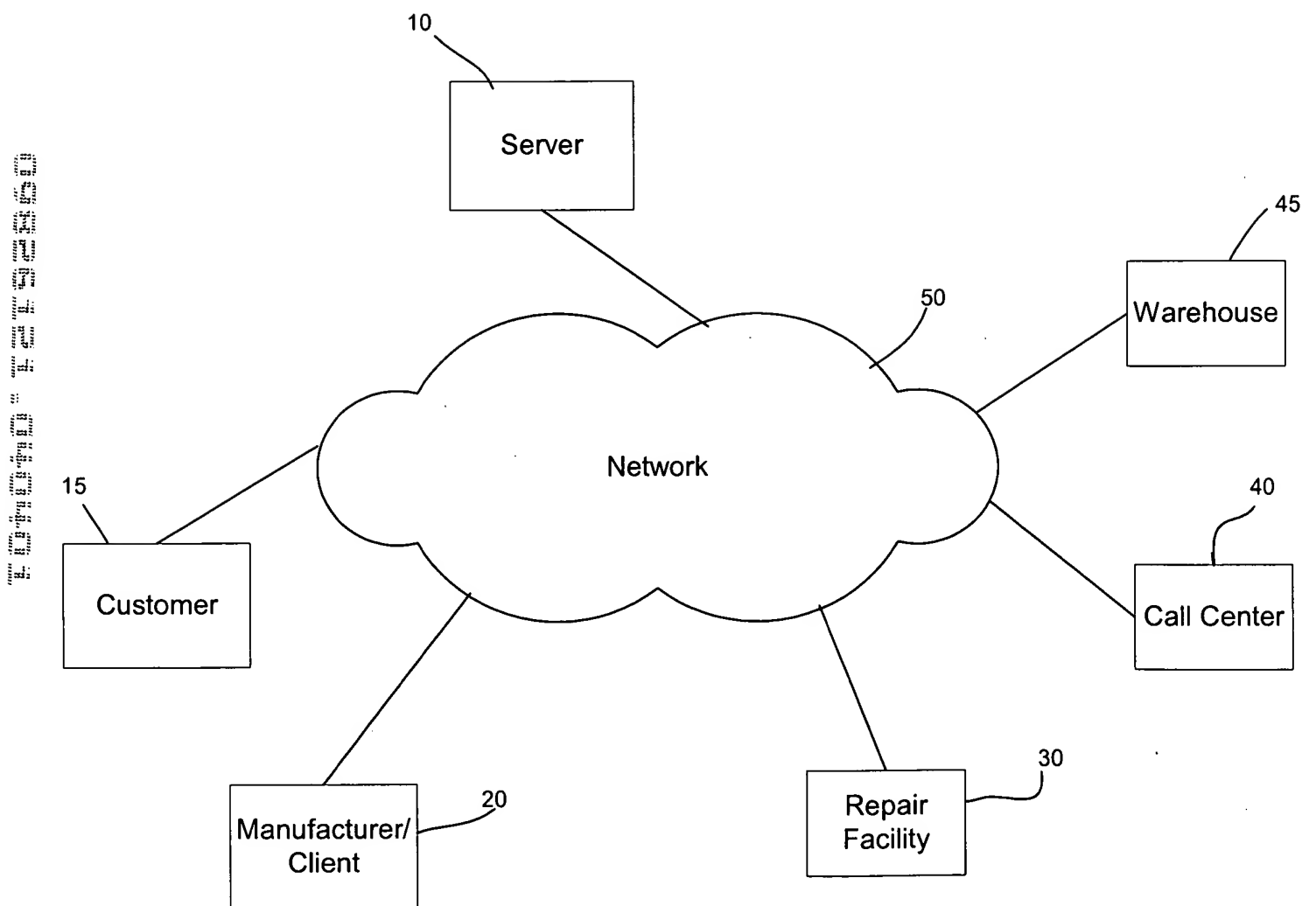


FIG. 2

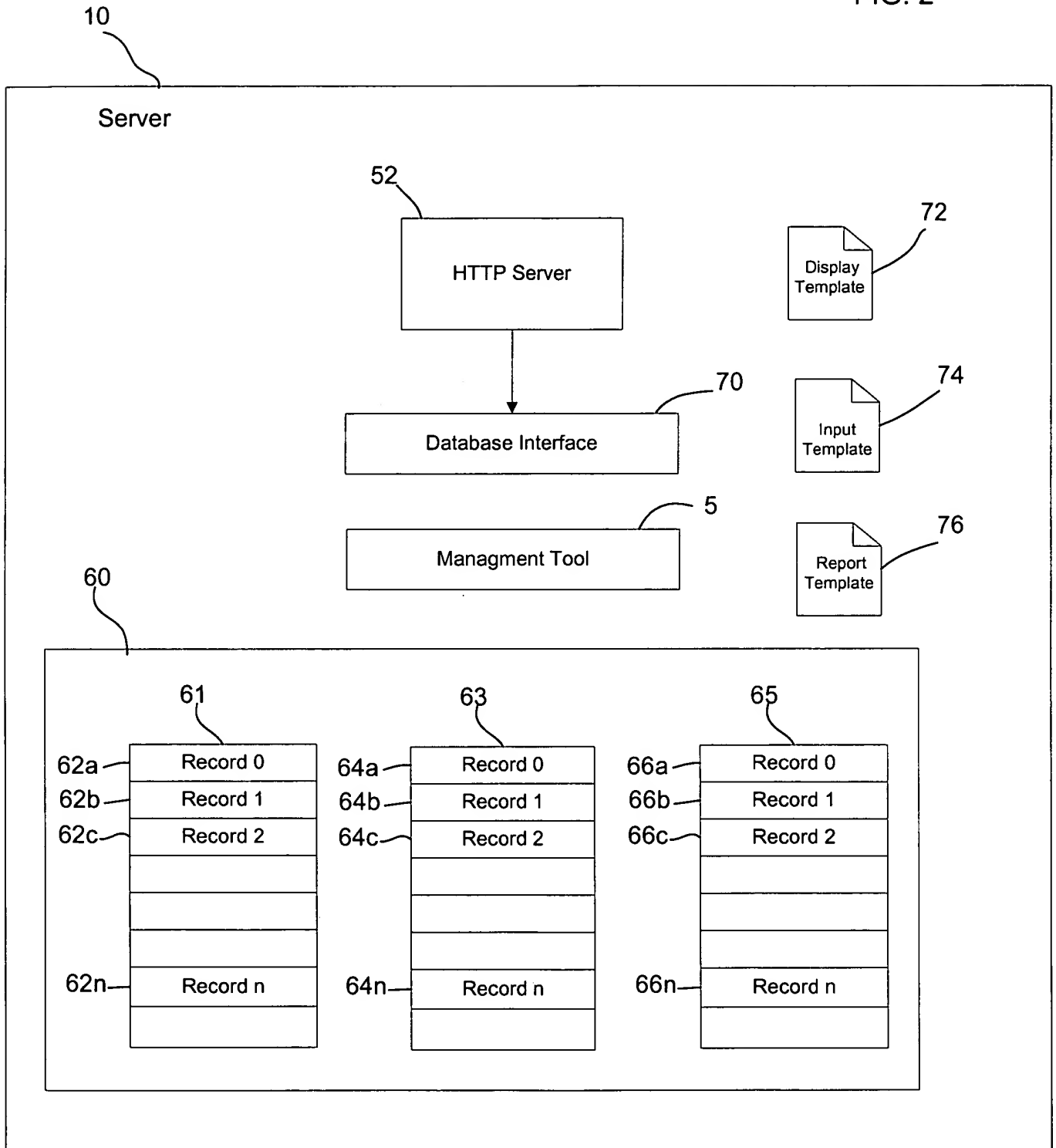


FIG. 3

Record 62

110	112	114	116	118	120	122	124	126	128
Record ID	Customer ID Info	Purchase Info	Call History	Customer Modification History	Return Info	Credit Card Info	E-mail Correspondence	Warranty Info	Shipping Info

Record 64

140	142	144	146	148
Record ID	User ID Info	Problem codes	Resolution codes	E-mail Templates

Record 66

150	152	154	156	158	160	162	164
Record ID	Product Info	Location	Quantity	Order Info	Invoice Info	Low-level Indicator	Product Modification History

FIG. 4

5

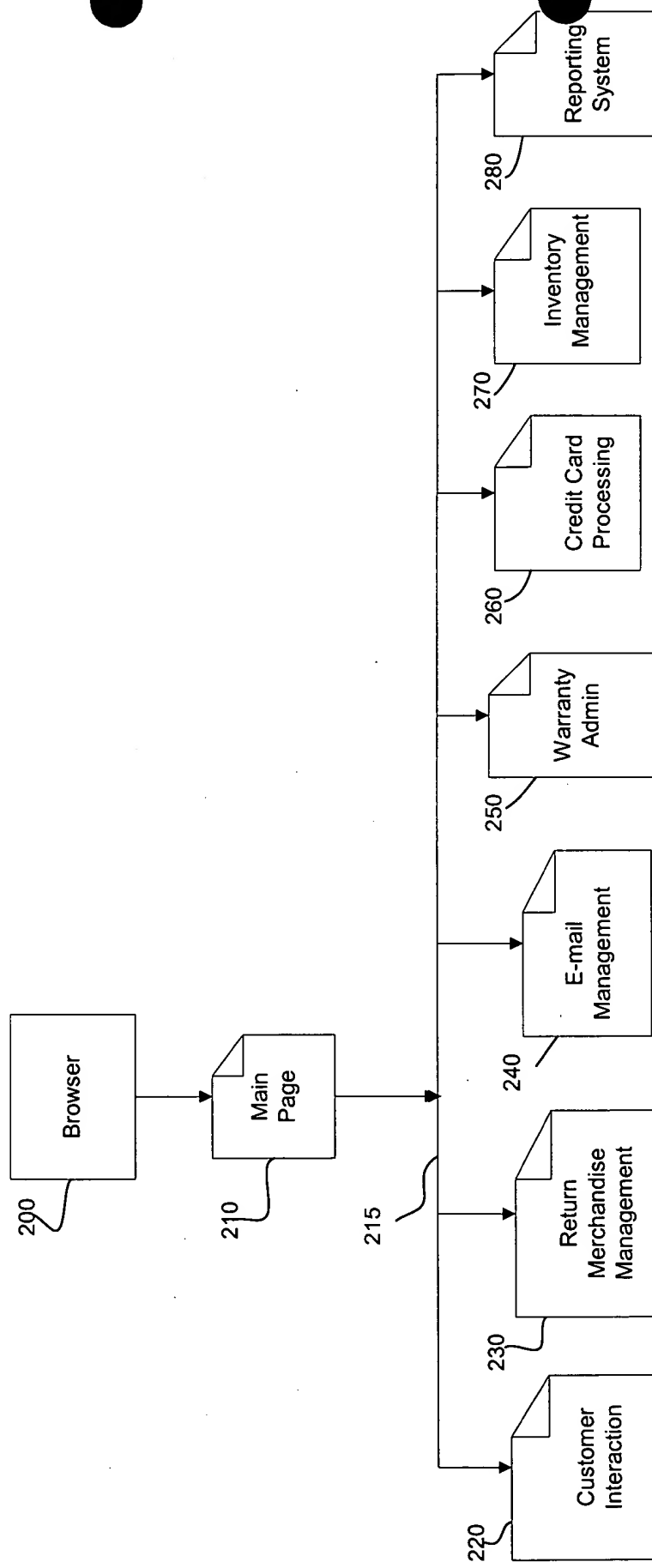


FIG. 5

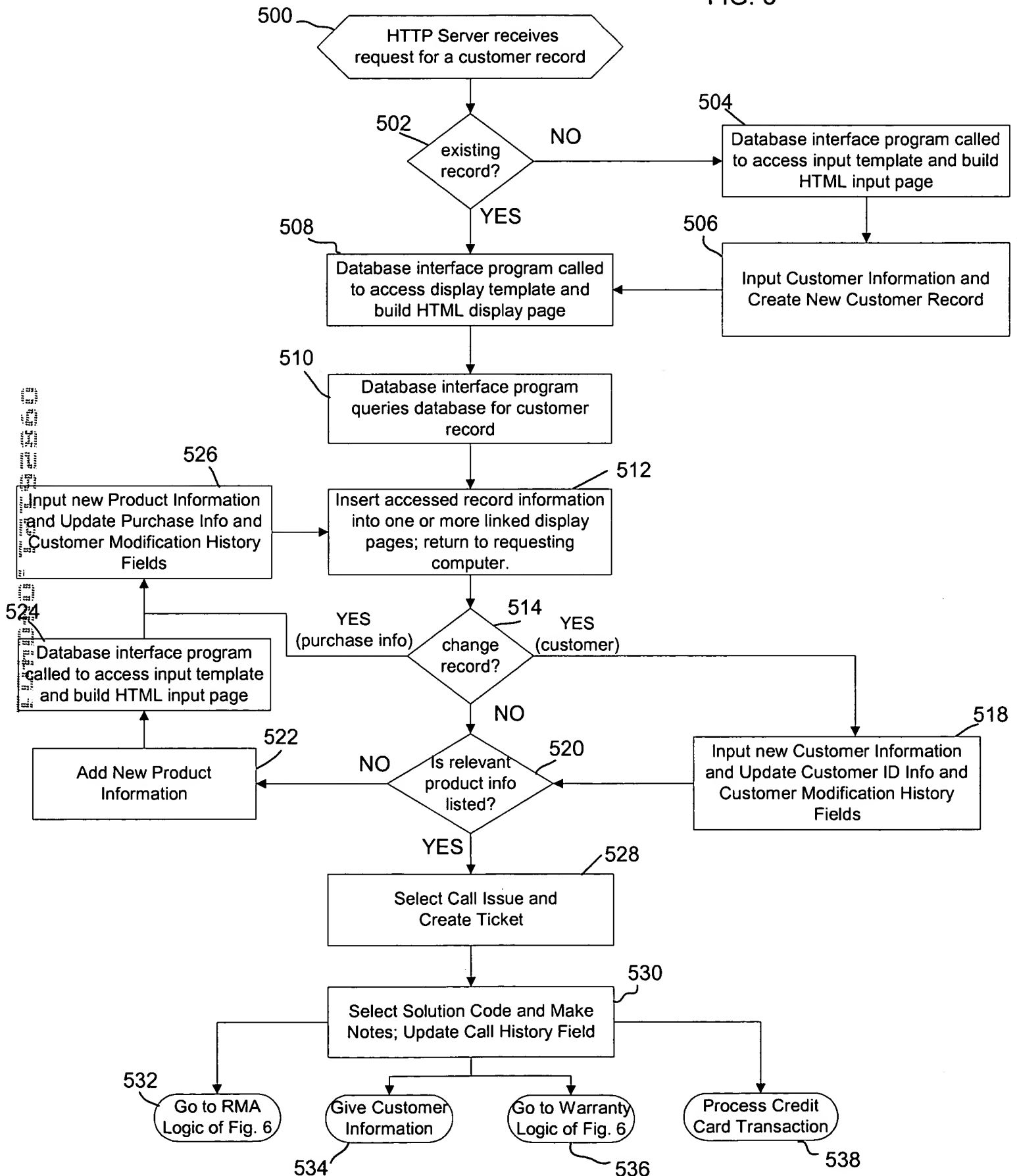


FIG. 6

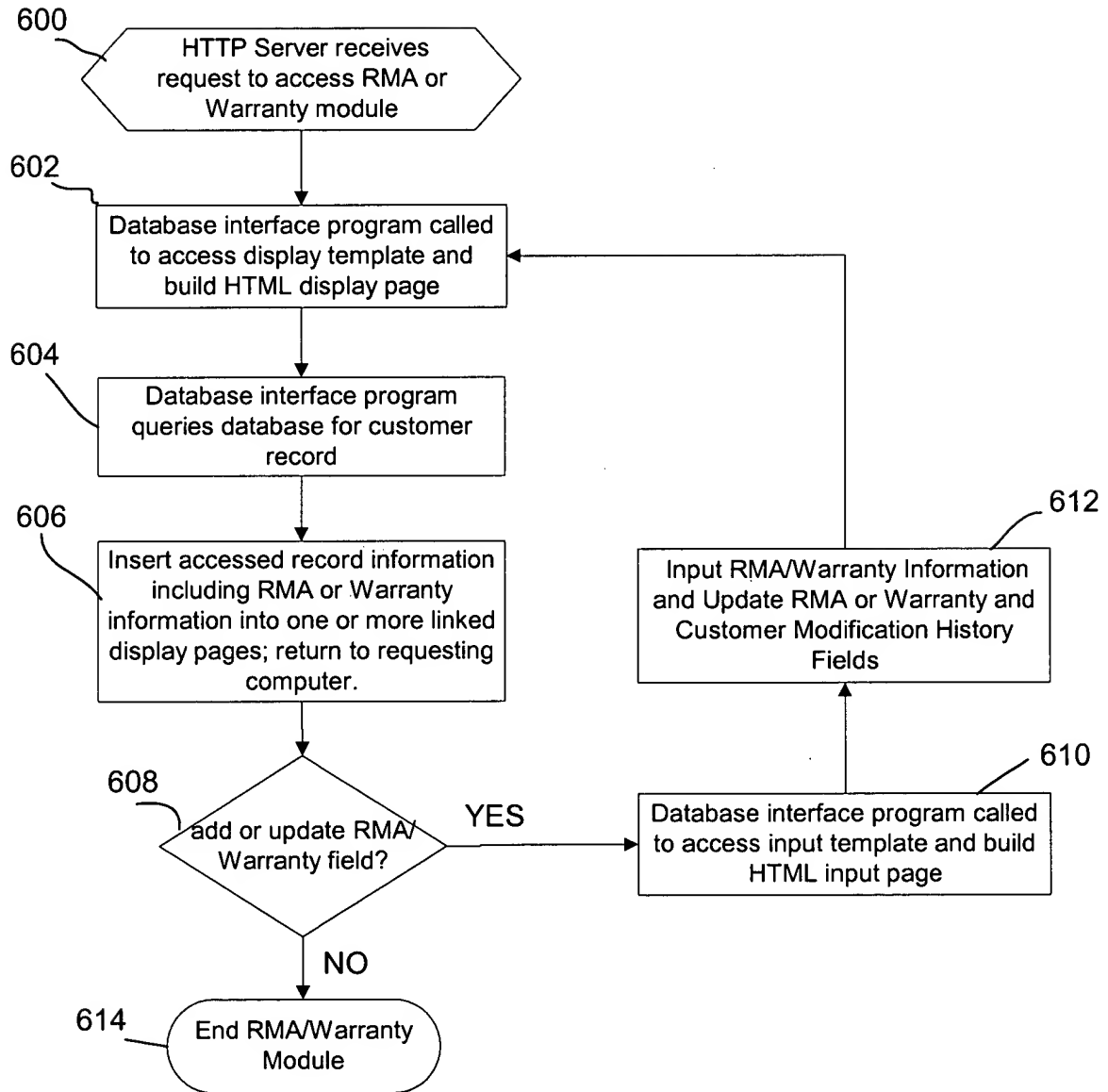


FIG. 7

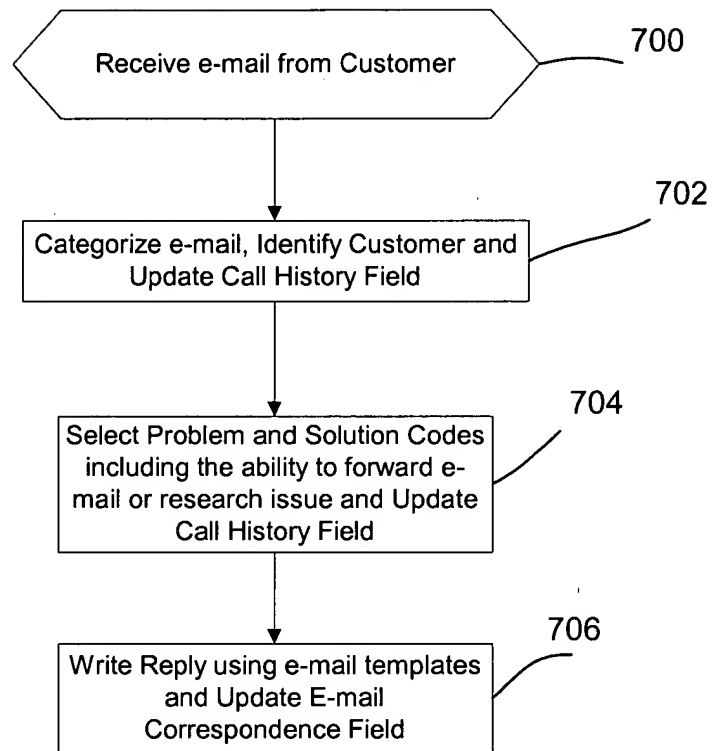


FIG. 8

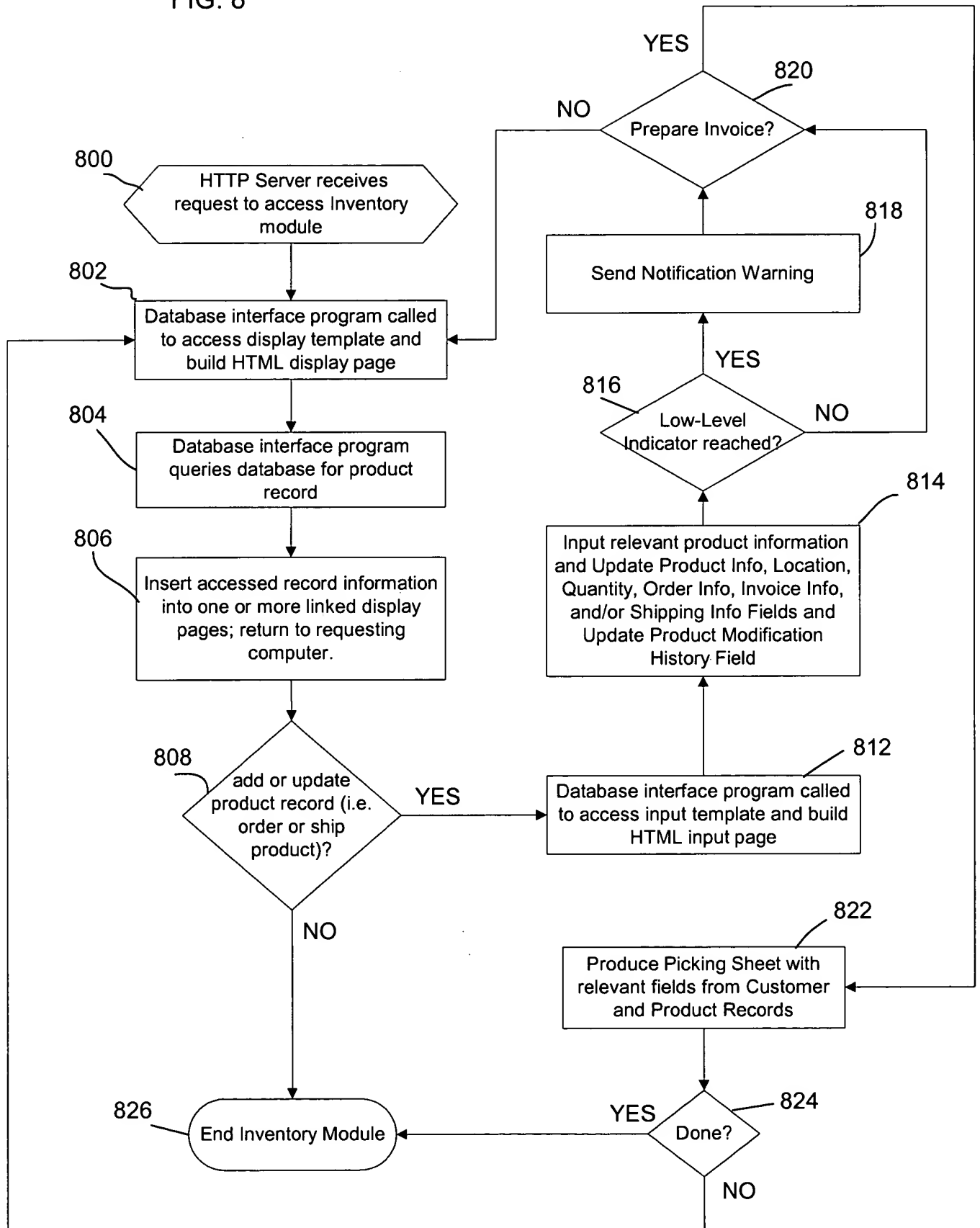


FIG. 9

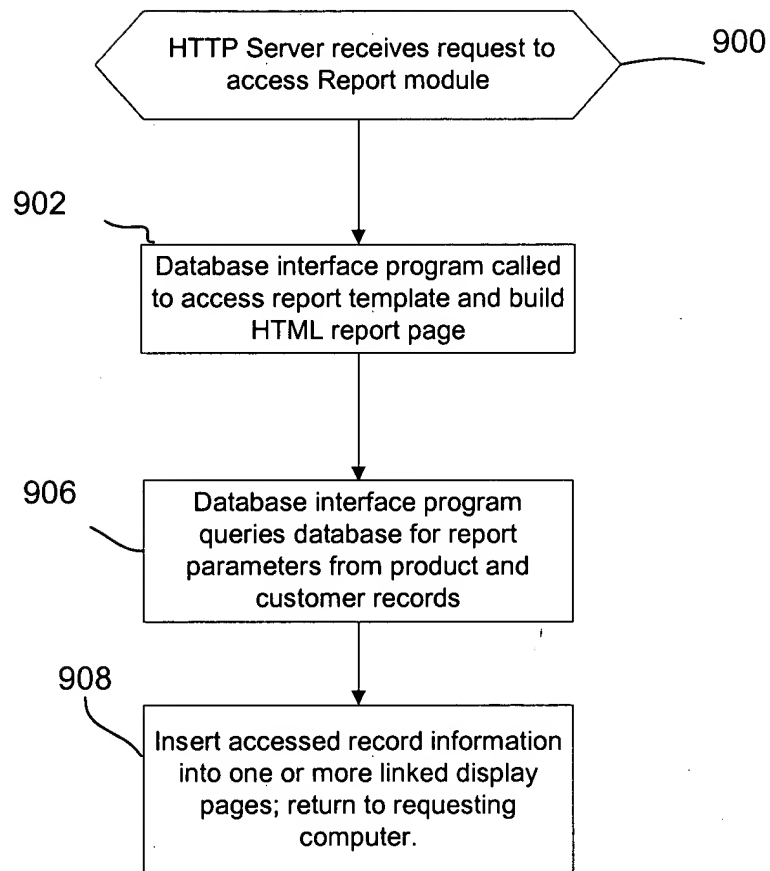


FIG. 10

Customer Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home AL Search Favorites History Mail Print Edit Real.com ALORICA ALORICA Links

Address http://cm.alorica.com/emachines/CustForm.asp?customer_id=166515&Customer_Product_Id=175097

Agent Name: Paul Hao
Date: 9/13/00

Search Add Sykes RMA Rebate Create ticket Email New Call Help Files Logout

Name: Toni Customer
Test ID: 166515 Customer Product 175097 Part Warranty: In Call Out Call Issued
ID: 10 RMA 0 EW: Out

Customer Info Product Info ESA Info Escalation Info Call History RMA Info Part Request Info Pay For Support Info

Customer ID: 166515
Customer Product ID: 175097
First Name: Toni
Last Name: Test
Address: 40 Test Drive West
City: Testville
State: ☐
Zip: 12345
Day Phone: 1234567890
Night Phone (Option): 9191919191
Fax (Option): 8282828282
Pager (Option): 1818181818
Email (Option): ttest@testa.com
Company (Option): Testa
Modify

Send mail to
Customer Record Modification History

Done Internet

FIG. 11A

Customer Product Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail Local Disk Real.com ALORICA Links

Address http://crm.alorica.com/emachines/product.asp

Agent Name: Paul Hao
Date: 9/13/00

Search Add New Product RMA Reboot Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Out Call Issued
Test ID: ID: Warranty: Num: 10 RMA 0 EW: Out

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Customer ID Customer Product ID Serial Number RMA Replaced
166515 175097 111222333 0

Add New or Another Product: **New Product**

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

FIG. 11B

Customer Product Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail Local Disk Real.com ALORICA Links

Address http://crm.alorica.com/emachines/product1.asp?customer_id=166515&customer_product_id=175097

Agent Name: Paul Hao
Date: 9/13/00

Search Add New Product RMA Reboot Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Out Call Issued
Test ID: ID: Warranty: Num: 10 RMA 0 EW: Out

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Customer ID: 166515
Customer Product ID: 175097
Model Number: 400dd **Change**
Serial Number: 111222333
Monitor Serial Number:
Purchase Date: (MM/DD/YYYY) 12/10/1999
Part Warranty Expiration Date: (MM/DD/YYYY) 12/10/2000
Purchase Store:
Manufacturer: Emachines
Modify

Customer Product Record Modification History:

Agent Name	Date	Comment	Description

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

FIG. 12

Call Tracking For Customer ID:

Please select or create a problem ticket.

Ticket Id	Call Issue	Status
35	Promotion Inquiry	OPEN
37	Product Inquiry	OPEN
Total Record: 2		

Call Issue: Promotion Inquiry Create Ticket

Promotion Inquiry
 Brochure Request
 Product Inquiry
 Sales Processing
 Order Status Inquiry
 Technical Inquiry
 Complaints
 RMA Request
 RMA Status Inquiry

<http://www.nirve.com/NIRVE/CALLCNTR/NewTicket.asp> Internet

Call Tracking For Customer ID: 3
& Customer Product ID: 3

Please select or create a problem ticket.

Ticket Id	Problem Code	Status
9	MODEM	OPEN
18	MODEM	OPEN
551	HDD	OPEN
685	MODEM	OPEN
Total Record: 4		

Problem Code: MOTHERBOARD Create Ticket

HDD
 CD-ROM
 SOUND
 MOTHERBOARD
 OPERATING SYSTEM
 OTHER
 VIDEO
 INTERNET
 RESEARCH
 CUSTOMER SERVICE
 OTHER

<http://cim.elorica.com/pbcanada/NewTicket.asp> Internet

Call Tracking For Customer ID: 4

Call Time: 1 Min.
 Ticket ID: 37
 Reason For Contact:

test

Solution:

test

Solution Code: Select A Solution Code Add Record

Select A Solution Code
 Resolved Inquiry
 Processed Sale
 Sent Brochure
 Reported Complaint
 Issued RMA
 No Action

FIG. 13

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA A

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA

Address http://rma.alorica.com/emachines/frameSet.cfm

Logged In As: Paul Mao Log Out EMachines Support System

EMachines Systems: RMA Status Check

You may search by any of the following:

General Information

Introduction

RMA Status Check

Escalation

Emachines Inspection

Emachines Inspection

Code Page

Emachines Quality Control

Emachines Quality Control

Code Page

RMA Receiving

Mass Receiving

Mass Entry Receiving

Receiving

RMA Number: EM050022121

Model Name

Serial Number

First Name

Last Name

Phone

Zip Code

Country

Agent ID

From:

Issue Date To:

Sort By: RMA Number

Find Clear Form

Halls™ Copyright© 2000 Alorica, Inc.

Internet

FIG. 14A

RMA Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Edit Links

Address http://cm.alorica.com/emachines/RMA.asp

Agent Name: Paul Hao
Date: 7/11/00

Search Add Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Warranty: In Call Num: 9 Rma 1 EW: Out
Test ID: ID:

Customer Info | Product Info | ESA Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

Please select a RMA record to RMA history record.

RMA No	Issue Date	Shipped Date	Received
EM050022121	05/22/00		

Total Record = 1

Customer Info | Product Info | ESA Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Internet

FIG. 14B

RMA Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Edit Links

Address http://cm.alorica.com/emachines/RMA_Info.asp?RMANo=EM050022121

Agent Name: Paul Hao
Date: 7/11/00

Search Add Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Warranty: In Call Num: 10 of Issue 1 EW: Out
Test ID: ID: Rma:

Customer Info | Product Info | ESA Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

RMA Status Result

RMA Date:	May 22 2000
RMA Number:	EM050022121
RMA Agent:	Paul Hao
First Name:	Toni
Last Name:	Test
Address1:	40 Test Drive West
Address2:	
Address3:	
City:	Testville
State:	Testonia
Zip Code:	12345
Country:	US
Contact:	
Phone:	1234567890
Alternate Phone:	9191919191
E-mail:	ttttest@testa.com
Alt. E-mail:	
Model Name:	400id
Serial Number:	111222333
Warranty (In Out):	1
Purchase Date:	

Done Internet

FIG. 15A

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back ALORICA Stop Refresh Home Search Favorites History Mail ALORICA EMail ALORICA ALORICA

Address http://care.alorica.com/edwarr/frameset.cfm?page_name=customer_info.cfm&Customerid=111867&RequestTimeout=1200&CFID=425&CFTOKEN=7139365

Alorica, Inc.: Extended Warranty On-Site Service Support System

Search Customer Information Extended Warranty Service History Case Status Service Center User Admin Operation Reports Log Out

Customer Information

First Name: paul
Last Name: hao
Address: test
test
test
City, State Zip: Diamond Bar, CA 91765
Phones: Day 9096102511
Evening
Fax
Email: paul@alorica.com
Company: Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status	
810001	test		810001	11/11/1999		Approved	Edit

Internet

FIG. 15B

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back ALORICA Stop Refresh Home Search Favorites History Mail ALORICA EMail ALORICA ALORICA

Address http://care.alorica.com/edwarr/frameset.cfm?page_name=customer_info.cfm

Service Center User Admin Operation Reports Log Out

Phones: Day 9096102511
Evening
Fax
Email: paul@alorica.com
Company: Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status	
810001	test		810001	11/11/1999		Approved	Edit

Record History

Agent	Date	Description	Comments
edward	2000-04-12 13:02:57	Update Customer Record	ts
edward	2000-01-31 15:14:47	Update Customer Record	door
edward	2000-01-31 17:58:41	Update Customer Record	test
edward	1999-10-27 15:36:24	Update Customer Record	Update info
edward	2000-04-28 18:28:17	Update Customer Record	oo
edward	2000-04-28 18:28:36	Update Customer Record	oo
edward	2000-01-31 15:13:33	Update Customer Record	dat
sup	1999-12-07 12:49:17	Update Customer Record	test
sup	2000-01-24 17:28:14	test	Modify

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Internet

FIG. 16

The screenshot displays the E Machines Support System web application running in a Netscape browser. The browser's address bar shows the URL <http://rma.alorica.com/emachines/frameaset.cfm>. The page header includes navigation links like File, Edit, View, Favorites, Tools, Help, Back, Forward, Stop, Refresh, Home, Search, Favorites, History, Mail, Print, and Links.

The main content area is titled "EMachines Support System" and features a sidebar menu on the left with options such as Mass Receiving, Mass Entry Receiving, Receiving, Print Traveler, RMA Shipping, Operation Reports, Agent Function Search, Receiving Report, Repair Stage Report, QC Discrepancy Report, Inspector Code Report, Inspector Summary Report, TGA Report, Call Center Report, EPR Shipping Report, User Administration, and Download. The "Receiving Report" option is currently selected.

The "Receiving Report" section contains a table with the following columns: RMA Number, RMA Date, Receive Date, Receive Agent, Receive Shipper, Model No, and Part No. The table lists several received RMAs:

RMA Number	RMA Date	Receive Date	Receive Agent	Receive Shipper	Model No	Part No
Received RMA						
EM060008135	6/8/2000	7/7/2000			eMonster 550	
EM060008186	6/8/2000	7/7/2000			366i	
EM060010123	6/10/2000	7/7/2000			366c	
EM060010134	6/10/2000	7/7/2000			366I2	
EM060011131	6/11/2000	7/7/2000			366I2	
EM060012128	6/12/2000	7/7/2000			433i	
EM060012190	6/12/2000	7/7/2000			eMonster 500	
EM060013133	6/13/2000	7/7/2000			366c	
EM060013176	6/13/2000	7/7/2000			400i3	
EM060013228	6/13/2000	7/7/2000			333cs	
EM060013231	6/13/2000	7/7/2000			500i	
EM060014062	6/14/2000	7/7/2000			400i	
EM060014087	6/14/2000	7/7/2000			366c	
EM060014097	6/14/2000	7/7/2000			400i3	
EM060015095	6/15/2000	7/7/2000			466id	
EM060015098	6/15/2000	7/7/2000			366i	
EM060015122	6/15/2000	7/7/2000			366I2	
EM050024097	5/24/2000	7/7/2000			400Id	
EM050024184	5/24/2000	7/7/2000			400i	
EM050026294	5/26/2000	7/7/2000			466is	

FIG. 17A

1 Login Verily Online Tool - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://help.e4me.com/Login/verily.asp

E-Machines Email Online Support

User Name: Chuei Tseng Mail Queue: MOTHERBOARD Date: 12/2/99
Total Number Of Mails: 22
MOTHERBOARD Queue: 0

(Get Mail)
(Add Template)
(Std Reply)
(Report)
(Search)

CUSTOMER SERVICE: 7 HDD: 2 MODEM: 1 OPERATING SYSTEM: 1 OTHER: 9 SOUND: 1 VIDEO: 1

Received Date: 12/2/99 6:09:14 PM
Problem Code: MOTHERBOARD
Case ID: 12082
Agent Email: chuei@alanca.com
Customer Email: James.Andolfo@matrox.com
Model Number: 333cs

After working fine since purchase, unit suddenly does not respond to green start button at front of tower. Surge protector has been checked and is fully functional, as are all peripherals connect to surge protector. Since unit is "dead", my mother has no internet access and I'm putting this support request in. Please respond ASAP to me at my work e-mail account at Matrox Graphics Inc. (James.Andolfo@matrox.com)

Agent Selected Problem Code: 3RD Party

Your Response:

12/2/99
Irma Weathers
8921 Lake Park Cir N
Davie, FL 33328
Re: Email ID 12082

Template Category:
Select a category
3RD Party
Accessories
CD-ROM
Commandation
CPU
Credit
Customer Service
Extended Warranty
Floppy Drive
Hard Drive

Opening page http://help.e4me.com/top.asp?QueueName=MOTHERBOARD&NAME=Chuei&NAME=Tseng&ID=8...

FIG. 17B

1 Login Verily Online Tool - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://help.e4me.com/Login/verily.asp

E-Machines Email Online Support

User Name: Chuei Tseng Mail Queue: MOTHERBOARD Date: 12/2/99
Total Number Of Mails: 29
MOTHERBOARD Queue: 0

(Get Mail)
(Add Template)
(Std Reply)
(Report)
(Search)

CUSTOMER SERVICE: 7 HDD: 4 MODEM: 1 OPERATING SYSTEM: 1 OTHER: 14 SOUND: 1 VIDEO: 1

Model Number: 333cs

After working fine since purchase, unit suddenly does not respond to green start button at front of tower. Surge protector has been checked and is fully functional, as are all peripherals connect to surge protector. Since unit is "dead", my mother has no internet access and I'm putting this support request in. Please respond ASAP to me at my work e-mail account at Matrox Graphics Inc. (James.Andolfo@matrox.com)

Agent Selected Problem Code: 3RD Party

Your Response:

Dear Irma Weathers:

E-machines would like to thank you for your inquiry. At e-machines customer satisfaction is of the utmost importance. To assist you as effectively as possible, we are sending you our most current information regarding your request.

Reply Forward Research Remove

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Edit ALORICA Links

Address http://www.techjungle.com/pbnc/admin/ProductMain.asp?Product_ID=338

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Inventory | Add Product | Inventory | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Product Info | Compatible Model | Subststute | Inventory Records |

Product ID: 338

Category: PDA [Select] [Rename]

Sub-category: MobilePro [Select] [Rename]

Manufacturer: NEC [Select] [Rename]

Part No: INB-002

Model Type: Refurbished NEC Handheld Device Mobile

SKU: MCR520A

Size: 1

Quantities On Hand: 39

Ordered Quantities: 2

Low Qty Alert: 5

Quantity On Order: 0

Location Code:

Model Information: Refurbished MobilePro 770 Professional PC Companion with 8.1" color touchscreen

Marketing Text: <html> <head>

FIG. 18B

FIG. 18C

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Edit ALORICA Links

Address http://www.techjungle.com/pbnc/admin/ProductMain.asp?Product_ID=338

Weight (in lb): 5

Discontinued: No

Special Promotion: Yes

Show on Home Page: Yes

If unavailable will restock: Yes

Will show on public web sites: Yes

[Modify]

Low Qty Alert: 5

Quantity On Order: 0

Location Code:

Model Information: Refurbished MobilePro 770 Professional PC Companion with 8.1" color touchscreen

Marketing Text: <html> <head> <title></title> </head>

Small Image Name: ProductImages/mpro770sm.gif

Large Image Name: ProductImages/mpro770sm.gif

Price (\$): 449.99

Cost (\$): 0

Weight (in lb): 5

Discontinued: No

Special Promotion: Yes

Show on Home Page: Yes

If unavailable will restock: Yes

Will show on public web sites: Yes

[Modify]

Stores For Product ID: 338

Store Name	Remove
PB-NEC	[Remove]
[Add Store]	

Product Record Modification History For Product ID: 338

Agent Name	Date	Note	Action
Robert Chung	4/11/00 4:01:20 PM	price	Modify
Robert Chung	4/11/00 4:00:27 PM	price	Modify
Robert Chung	2/16/00 2:49:39 PM	price	Modify
James Chang	2/4/00 3:01:07 PM	changes	Modify
James Chang	2/4/00 3:00:26 PM	new	Add

Product Info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents |

Internet

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA ALORICA ALORICA

Address http://www.techjungle.com/pbnc/admin/Inventory.asp

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Ssch | Customer Ssch | Report | Logout

SKU:	Model Type:	Location	Quantity On Hand
010-00001	PRINTER HP694C		0
011047-01	MON 3070A 17		22
011106	Newly Manufactured NEC 15		72
011144	MON 2160 15	A3U/A4U/A11	81
011146	MON 3070A 17		78
030013	SC WD1004A-27X		0
030036	CNTRLR CT1600 5B PRO II		0
030037	SC NX PRO (PCT) 8 BIT		0
030039	SC BXII AUDIO CONTROLLER		0
030040	SC SG NX PRO 16BIT		0
030041	SC SG PRO 16 MOZART		0
030043	CNTRLR 2nd SERIAL PORT		1
030057	V8 PWB-1841-1 SPECTRIA		0
030059	V8 PWB-1841-3 SPECTRIA		0
030069	SC SOUND-16ASRS W/O AMP		0
030082	SC 14.4AMSP, REV.A	D2SU/D2U	992
030101	SC 288SP SND2 10K OHM		124

Done Internet

FIG. 19B

Inventory P.O. - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA ALORICA ALORICA

Address http://www.techjungle.com/pbnc/admin/Purchase.asp

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Add Product | Settings | Agents | Product Ssch | Customer Ssch | Report | Logout

Product Info | Compatible Model | Inventory Records |

Vendor: Order Number:

Order Date (mm/dd/yy): Available Date:

SKU: Quantity:

Unit Cost (\$):

Note:

Add

Inventory Purchase Orders For PO:

Id	Order Number	SKU	Order Date	Qty	Unit Cost	Vendor	Available Date	Note	Delete
Total Records On This PO: 0									

Product Info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents |

Internet

FIG. 20A

Invoice - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA A

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA E Mail ALORICA E

Address http://www.techjungle.com/pbnc/admin/InvoiceRec.asp

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Customer Info | Invoice | Orders | RMA | Create Picking Sheet

Invoice ID: 9 eMachines
Invoice Date: 12/28/99 12:21:09 PM
Status: SHIPPING_NOTIFIED

Ship To Address:

First Name: test
Last Name: test
Address: test
City: test
State: CA
Country: USA
Zip: 91748
Day Phone: 1112223333
Eve Phone: 333221111
Zip:
Shipping Method: FedEx 2day Selected

Credit Card Information:

Credit Card Type: MasterCard
Credit Card Number: 4111111111111111

Done Internet

FIG. 20B

Picking Sheet - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA A

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA E Mail ALORICA E

Address http://www.techjungle.com/pbnc/admin/PickingSheet.asp?Invoice_Id=5480&Old_Invoice_Id=1333

eMachines
Agent Name: Paul Hao

Ship to: test test Bill to: test test Date: 12/28/99 12:21:09 PM
test.CAG1748 test.CAG1748
Tel: (111) 2223333 Tel: (111) 2223333
Tel: (333) 2221111 Tel: (333) 2221111
Email: paul@alorica.com

Phone: (111) 2223333 Customer ID: 8533 Invoice ID: 1333

Part No	Location	SKU	Model	Qty	SNP	Shipped	STD Available Date	Tracking No	Method	Unit Price	Sub Total
No Order Items!											

Credit Card Type	Credit Card No	Expiration Date	Pre-Authorization Order No	Pre-Authorization Reference No	Pre-Authorization Return Code	Status
Master Card	4111111111111111	01/00		9454054738381061365631		SHIPPING_NOTIFIED

Comment: This is a test

Done Internet

FIG. 21A

Order List From: 7/12/00 To: 7/12/00
FOR Store: eMachines

Order ID	Invoice ID	Customer ID	Product ID	SKU	Part No	Order Date	Status	Order Qty	Shipped Qty	Unit Price	Sub Total	Ship By	B/O Available Date	Product Category	Product Name	Mo
18295	16486	13929	1438	584	584	7/12/00 1:02:28 AM	SHIPPED	1	1	\$0.00	\$0.00	Two Day		Restore CDs	eMachines Res	
18298	16489	13932	1403	560	560	7/12/00 6:16:55 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sup
18299	16490	13933	1403	560	560	7/12/00 6:53:08 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sup
18300	16491	13934	1403	560	560	7/12/00 6:53:24 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sup
18303	16494	13937	1403	560	560	7/12/00 7:04:23 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sup
18304	16495	13938	1403	560	560	7/12/00 7:04:58 AM	SHIPPED	1	1	\$54.95	\$54.95	Next Day		Desktop Parts	eMachines	Pov Sup
18305	16496	13939	1436	582	582	7/12/00 7:06:11 AM	PRODUCT READY	1	0	\$0.00	\$0.00	Two Day		Restore CDs	eMachines Res	
18307	16498	13941	1403	560	560	7/12/00 7:18:06 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sup
18308	16499	13942	1403	560	560	7/12/00 7:19:15 AM	SHIPPED	1	1	\$54.95	\$54.95	Next Day		Desktop Parts	eMachines	Pov Sup

FIG. 21B

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

Logged in As: Paul Hao [Log Out]

EMachines Support System

Part Request	SKU	Category	Manufacturer	Description	Price	Quantities	Weight	Location	Edit
559	Floppy Drive	eMachines	eFDD Samsung SFD-321B			1	1.10	A12	Edit
525	Heat Sinks	eMachines	eFan Orient MMX/AMD-K6			0			Edit
526	Heat Sinks	eMachines	eFan AAVID MMX/AMD-K6/Mil			1			Edit
527	Heat Sinks	eMachines	eFan AAVID Mil(w/o PAD)			0			Edit
528	Heat Sinks	eMachines	eFan AAVID Intel PIII SECC2			0			Edit
529	Heat Sinks	eMachines	eFan Dusing Celeron SEPP (w/o Clip)			0			Edit
530	Heat Sinks	eMachines	eFan Dusing Celeron SEPP Clip			1			Edit
531	Heat Sinks	eMachines	eFan AAVID Celeron FCPGA			1			Edit
532	Heat Sinks	eMachines	eFan Foxconn Intel FCPGA			0			Edit
AL002	KDS Products	KDS	eOne mouse			0			Edit
AL003	KDS Products	KDS	eOne Keyboard			1			Edit
AL004	KDS Products	KDS	eOne power cord			1			Edit
566	Keyboards	eMachines	eKB Chicony 2971-Standard			0			Edit
567	Keyboards	eMachines	eKB Chicony 5001-Standard			2			Edit
568	Keyboards	eMachines	eKB BTC 5000A(6-Key/Internet)			7			Edit
569	Keyboards	eMachines	eKB BTC 5190(19-Key/ekeys)			3			Edit
232	Modems	eMachines	eModem Rockwell MW560C1			74			Edit
414	Modems	eMachines	eModem Lucent MM8250			159			Edit
571	Mouse	eMachines	eMouse Logitech M-SASS1			6			Edit
AL001	Power Cord	eMachines	eTower / eView cord			0			Edit

FIG. 22A

Alorica Clients - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail Local Print Real.com ALORICA ALORICA

Address http://clients.alorica.com/frameset.cfm

Alorica Client

eMachines RMA report 9/13/00

SKU	Description	Weekly Usage	Current Inventory	Ordered	On Order 1	Arrival Date 1	On Order 2	Arrival Date 2	On Order 3	Arrival Date 3	On Order 4	Arrival Date 4	Projected Inventory End Week 1	Projected Inventory End Week 2	Projected Inventory End Week 3	Projected Inventory End Week 4	Projected Inventory End Week 5
004	eView 15	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
003	eView 15r	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
038	eView 15r	0	0	10	739	0	N/A	0	N/A	0	N/A	0	10	10	10	10	11
223	eView 15r	0	0	0	856	0	N/A	0	N/A	0	N/A	0	0	0	0	0	0
232	eModem MWS60C1	1193	369.5	3491	2876	0	N/A	0	N/A	0	N/A	0	3121.5	2752	2382.5	2013	11
328	eTower 300 RMA	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
325	eTower 300 RMA	0	0	4	0	N/A	0	N/A	0	N/A	0	N/A	4	4	4	4	4
329	eTower 300 RMA	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
329	eTower 300 RMA	0	0	166	0	N/A	0	N/A	0	N/A	0	N/A	166	166	166	166	11
331	eTower 333 RMA	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
333	eTower 333 RMA	0	0	5	0	N/A	0	N/A	0	N/A	0	N/A	5	5	5	5	5
333	eTower 333 RMA	0	0	302	0	N/A	0	N/A	0	N/A	0	N/A	302	302	302	302	31
337	eTower 333 RMA	0	0	399	0	N/A	0	N/A	0	N/A	0	N/A	399	399	399	399	31
339	eTower 333 RMA	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
341	eTower 333 RMA	0	0	155	0	N/A	0	N/A	0	N/A	0	N/A	155	155	155	155	11
344	eTower 333 RMA	0	0	314	0	N/A	0	N/A	0	N/A	0	N/A	314	314	314	314	0
346	eTower 333 RMA	0	0	117	0	N/A	0	N/A	0	N/A	0	N/A	117	117	117	117	11
349	eTower 333 RMA	0	0	27	0	N/A	0	N/A	0	N/A	0	N/A	27	27	27	27	2

Done Internet

FIG. 22B

Alorica Clients - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

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Address http://clients.alorica.com/frameset.cfm

Alorica Client

eMachines Parts Request Detail Report

Request Date: 09/09/2000 - 09/09/2000
Status: OPEN

Request Date	Request ID	Name	Ship Date	Ship Method
09/09/00	EPR090009023	Lebranc, Stewart		ups ground
09/09/00	EPR090009049	OLIVER, KIM		ups ground
09/09/00	EPR090009075	Dudley, Margaret		ups ground
09/09/00	EPR090009101	LEARY, MARK		ups ground
09/09/00	EPR090009127	ARRICK, KAROLYN		ups ground
09/09/00	EPR090009153	ZULSTRE, BRIAN		ups ground
09/09/00	EPR090009179	Poling, Jamie		ups ground
09/09/00	EPR090009180	damron, scotty		ups ground
09/09/00	EPR090009181	Brust, Kimberly		ups ground
09/09/00	EPR090009182	Polins, Jamie		ups ground
09/09/00	EPR090009183	salcedo, carlos		ups ground
09/09/00	EPR090009184	Gleaser, Gary		ups ground
09/09/00	EPR090009185	Rosa, Carlos		ups ground
09/09/00	EPR090009186	Sether, Greg		ups ground
09/09/00	EPR090009187	Fiegel, Randy		ups ground
09/09/00	EPR090009188	Crockett, Todd		ups ground
09/09/00	EPR090009189	DANNO, RICHARD		ups ground
09/09/00	EPR090009190	CHATFIELD, MICHELE		ups ground
09/09/00	EPR090009001	DUPOUX, ERROL		ups ground
09/09/00	EPR090009002	MICHEL, JANET		ups ground
09/09/00	EPR090009003	Baxter, Charless		ups ground
09/09/00	EPR090009004	Learn, Deanne		ups ground
09/09/00	EPR090009005	Berkovitz, Paul		ups ground
09/09/00	EPR090009006	ISRAEL, SHAUN		ups ground
09/09/00	EPR090009007	brodigan, adward		ups ground
09/09/00	EPR090009008	ISRAEL, SHAUN		ups ground
09/09/00	EPR090009009	MCDEVITT, ROBERT		ups ground

Done Internet